

# 2014 Governor's Ambassador Award Winners

## Customer Service Award

Mamie Masters  
Thomson-Hood Veterans Center  
Department for Veterans Affairs



Mamie Masters is a 23 year veteran Laundry Worker 1 at Thomson-Hood Veterans Center. In addition to her laundry duties, Mamie has set up and maintains a sewing room, which she uses to ensure all residents have proper clothing. She does alterations for amputees and newly hired employees, converts old bedding materials into linen bins, makes dignity covers for catheter bags, and labels personal belongings of incoming patients for inventory.

Mamie is famous for her chicken and dumplings, the highlight of the pot lucks and dinners, and she wanted to share this meal with ALL the residents at the Veterans Center. As required by the health department, she obtained a food handler's permit, and altered her recipe to accommodate not only the 259 residents, but all the employees at the center. It required a day and a half of effort to produce over 2000 dumplings! While it was a great success and a day to remember for everyone, it was just one of many examples of Mamie going the extra mile. Her faithful service and care makes each individual feel needed, special and part of the Thomson-Hood family. As she nears retirement, it is incomprehensible that there is a suitable replacement.

## Community Service/Volunteerism Award

Jennifer Ratliff  
Environmental and Public Protection Cabinet



Jennifer Ratliff is an inspiration to everyone who knows her, not only at work, but throughout the community. In her job with Environmental Protection, Jennifer helps those around her do their best work. Her leadership skills and ability to reach out to share her vision and goals come naturally to her. However, her service outside the office is where Jennifer has impacted lives in profound ways.

Jennifer shares her love for animals through her work with Pawsibilities Unleashed, a multi-faceted pet training organization. She and her pets travel to nursing homes, hospitals, schools, and libraries to share happiness and provide education. She is also involved with the Center for Courageous Kids, a nonprofit medical camping facility located in Scottsville. And, she participates in fundraising activities for the Wounded Warriors Project.

Jennifer continually reaches out to others and always sees the good in everyone. She is kind, patient and demonstrates a form of leadership that makes volunteers want to help. The way she touches the lives of others makes her an outstanding representative for the Community Service/ Volunteerism Award.

## **Courage Award**

James Burke

Department of Parks/Rangers Division  
Tourism, Arts and Heritage Cabinet



On July 6, 2014, Ranger James Burke responded to a call for assistance while on duty at Jenny Wiley State Resort Park. When James arrived at the boat ramp, he observed a visitor in apparent distress, possibly having a heart attack. James immediately began CPR and continued to do so until emergency medical service personnel arrived on the scene. With the assistance of EMS personnel, the park visitor was revived and stabilized so that he could be transported to a local hospital. Although the visitor passed away from his illness a few days later, it was the opinion of emergency

personnel that the Ranger's quick actions and training allowed them to revive and treat the individual until arriving at the hospital.

James Burke is an exemplary example of a state employee's unselfish public service and a deserving recipient of the Courage Award.

## **Professional Achievement**

Shelley Singleton

Transportation Cabinet, District 2



Shelley Singleton's leadership and efforts have resulted in significant reductions in injuries and accidents in her district. Her job requires her to oversee compliance with OSHA, but does not necessitate reductions in injuries and accidents. These declines in the district are a direct reflection of her persistence, professionalism, and dedication to both her job and fellow employees.

Although it was not a requirement of her job, Shelley obtained certification as a Graduate Safety Practitioner by the Board of Certified Safety Professionals. Obtaining this certification demonstrates her professionalism and provides credibility among peers and professional organizations within her field of expertise. She has been a guest speaker at many conferences and her work has been published in the Professional Industry Magazine.

Shelley Singleton's continued efforts toward the safety of all KYTC employees make her the perfect example of the Governor's Ambassador Award for Professional Achievement.

## Leadership Award

Bruce Brooks  
GEAR UP Kentucky  
Kentucky Council on Postsecondary Education



Bruce Brooks joined the Council on Postsecondary Education with the specific assignment of developing and executing a statewide college media campaign. He was a vital part of a writing team that secured national success with the approval of a \$26.9 million dollar grant award. The project's mission was to build a sustainable college-going culture in schools with a high percentage of low income students. As a result, GEAR UP Kentucky has made continuous progress and is well on its way to achieving the program goals.

Bruce took his cue from Steve Jobs and reimagined the following quote, which soon became known as the GEAR UP Kentucky oath:

“There is work and there is your life. The kind of work that has your fingerprints all over it. The kind of work you would sacrifice a weekend for. You can do that work at GEAR UP. People don’t come here to play it safe. People come here to swim in the deep end. They want their work to add up to something. Something big. Something that couldn’t happen anywhere else. Welcome to GEAR UP Kentucky.”

Bruce is the ultimate team player, model team leader, and the one who makes his life’s work about something bigger and better for others. He is a stellar example for the Governor’s Ambassador Leadership Award.

## Teamwork Award

Family Support Redesign Implementation Team  
Department for Community Based Services  
Cabinet for Health and Family Services



The implementation of the Health Benefit Exchange and Medicaid expansion made it necessary for the Department for Community Based Services to engage in an extensive family support process redesign.

This was due to the anticipated increases in program usage. The redesign began in 2012, and has required the use of consultants, assessment of current business procedures, and the study of national best practices.

The short-term impact is to provide additional information and services to clients. The long-term impact is the ability of statewide staff to handle various caseloads, reduce local office traffic, eliminate errors leading to incorrect benefit payments and assist with the Health Benefit Exchange implementation.

Without the dedication and leadership of this team over the past 24 months, the family support redesign and the successes of Kentucky's implementation for the Health Benefit Exchange would not have been possible. Congratulations to this deserving team.